

ITMC MINUTES

April 4, 2012

Attendees

Office of Public Defender
Department of Fish, Wildlife, and Parks
Department of Transportation
Teachers' Retirement System
Department of Justice
Department of Environmental Quality
Department of Administration, SITSD
Legislative Services Division
Department of Public Health and Human Services
Local Government-Ravalli County
Office of Public Instruction
MPERA
Department of Commerce
Livestock
State Library
Department of Administration
Secretary of State's Office
State Auditor's Office

Kyle Belcher (phone)
Barney Benkelman
Mike Bousliman
Rick Bush
Joe Chapman
Daniel Chelini
Gordy Conn
Steve Eller
Dan Forbes
Joe Frohlich (phone)
Jim Gietzen
Bill Hallinan
Larry Krause
James Newhall (phone)
Evan Hammer (designee)
Michael Sweeney
Mark Van Alstyne
Dawn Harmon (designee)

Guests

IBM – Dean Taylor, Duane Foltz, Doug Lhotha; **DLI** – Judy Kelly, Bob Klein; **DOR** – Tim Bottenfield, John Levick; **MDT** – Tom O'Sullivan; **LEG** – Kent Rice, Kris Wilkinson; **DOC** – Sue Leferink; **CTG** – Pete Aspinwall, Bryan Shaw; **HHS** – Ron Baldwin; **Dell** – Andrea Keno, Bret Collard; **CJS Inc.** – John McCarthy; **NetApp** – Kevin Flick, Kevin Draper; **JUD** – Tim Kosena; **CenturyLink** – Pat McGlenn; **Microsoft** – Tara Larson; **Ivoxy Consulting** – Tom Eastman; **HP** – Doug Demmel, Dan Webster; **Symantec** – Michael Dean;

SITSD Attendees

Lynne Pizzini, Tammy LaVigne, Miranda Keaster, Cheryl Pesta, Kyle Hilmer, Chris Kuntz, Irv Vavruska, Steve Noland, Wes Old Coyote, Pat Boles, Scott Lockwood, Anita Bangert, Stuart Fuller, and Julie Kriedeman

Call to Order and Introductions

- Welcome and Introductions - Bill Hallinan, MPERA

Minutes

March 7, 2012 Minutes Adoption

- A motion for approval of [minutes](#) was made by Dan Chelini, and seconded by Mike Bousliman.
- Unanimously approved as written.

Election Process and Discussion – Bill Hallinan, MPERA

- Presented the Information Technology Managers' Advisory Council Election [Process](#) a draft of a potential way of running election process.
- Asked why we have eight voting on issues?
 - We run the process to include everyone in room and then the seven forward the recommendation to Dick.
- Group discussed the three year commitment.
 - Does seem like a long commitment but it lends to the continuity we need in the process.
 - One of the criteria could be for the Chair to have been on the board before then no need for a past Chair.
- Joe Frohlich, Vice Chair thinks it is a well thought process as is and would feel more comfortable with Bill being there.

*Action Item * for the next meeting please read through it and make edits we will vote at the next meeting.

SITSD Enterprise Operations – Stuart Fuller, SITSD

- Provided presentation on Active Directory, ID management, operations update; Northern Tier Network, SMDC Helena, and SMDC Miles City.
- Asked to estimate for Enterprise Services Rate of O&M and 2FT?
 - Is based on Active Directory count of normal users is about \$25 per employee.
- Asked if anyone has quantified the cost risk if identity is broken?
 - Can do all kinds of cost benefits analysis. If you just solve self service password reset and help desk costs Gartner estimates that at \$65-\$75 per call.

Long Term Enterprise Services Discussion – Stuart Fuller, SITSD

- Dick wants to have a longer term discussion beginning in August for what you want in FY 16/17.
- Q. Asked isn't that part of the designing of the planning process we are currently in?
 - At this time we have a disjoint with timing of the budgeting and strategic planning.
- Mike Bousliman struggles to bring the two together. Strategic is long term and to weave into a budget timing cycle doesn't add any value.
 - Great idea and would be a healthy exercise if done right.
- Bill Hallinan found in past minutes a Strategic Planning Retreat and perhaps could take a half a day to discuss.

Communities of Interest and Working Group

PMO Updates, Anita Bangert, State PMO

- PM Training, we are offering 4 classes at 4 different audience levels with over 125 people signed up.
- For the executive overview we would like to have few more people.
- Project Management Standard is in review and will go out for a five day public review.
- PMP Boot Camp 17 people attended and so far six have passed the exam.

LFD Reporting – Kris Wilkinson, LFD

- Handed out the memorandum that was given to the Legislative Finance Committee and recommendations were approved as written.

- It defines the criteria for putting projects on the list that the Legislative Finance Committee looks at.
 - Identified issues in the middle of the page.
- Also attached is the current portfolio listing.
- Q. Asked about projects already underway?
 - Kris suggested including if you are working on them in this biennium.
- Q. What if is below the specified dollar amount but might be of interest?
 - Kris suggested working with Anita Bangert and Cathy Duncan to have that conversation.
- Q. Timing wise should we be doing something now?
 - Kris answered would be needed by our September meeting.
 - Anita Bangert suggested agencies start listing projects and cost.

Novell True-up – Chris Kuntz, Irv Vavruska, SITSD

- Chris Kuntz advised this will be the last year this happens. May 15, we will pull numbers out of the eDirectory tree that will go to Novell.
 - If you have objects in the tree that you do not want to be counted they need to be deleted before May 15.
- Irv Vavruska stated ZENworks true up will happen at the same time May 15. If you are using ZENworks for desktop, that uses Novell eDirectory, SITSD will run that report with the eDirectory audit and turning it into Novell.
 - If you do not want to be counted in that true up please removing any of your ZENworks for desktops account before May 15.
- ZENworks Configuration Manager (ZCM) true up - ZCM doesn't use the eDirectory it requires that agencies have ZCM serve set up. It is set up in a separate zone so only that agency has access to it.
 - You will need to work with Novell and they will send a script and the files go back to Novell.
 - Information in those files will be what you will be billed for.
 - If you run your own true up, review the file before sending it back to Novell.

Email Archive – Chris Kuntz, SITSD

- A new service we are proposing for FY 14/15 to replacing what we use for legal hold requests. Expected to come on line in the next 8-10 months.
- Q. Asked what will cost?
 - Will be a flat rate per month.
- Doesn't fix the mail box size problem. Bill Hallinan has some ideas and will put this on the agenda for June.

New ITSM Tool at SITSD – Kyle Hilmer, SITSD

- SITSD is migrating to the new Service Desk tool Wendia POB (Point Of Business)
- The month of April will be testing and doing configuration.
- We will be sending email notes with instructions.
- March 1, is the conversion date.
- Keeping the old system up to clear out old tickets and will move across knowledge tickets.

Laptop Data Security Audit – Kent Rice, Deon Olson, Mate Tobin, LAD

- Kent Rice, Audit Manager with the Legislative Audit Division, shared finding and results from the Information Systems Audit over security and laptop data of 4 agencies.
 - If you find the presentation useful and want to provide it to another group or agency contact us.
- Nate Tobin, Senior Information Systems Auditor with the Legislative Audit Division, gave the presentation.
- Deon Olson provided demonstration on bio settings.
- Q. Asked if after September 1, if you will do Security Audits at the plan level?
 - That could be an audit topic.
- Q. What is in place to know if we are in compliance?
 - Deon suggested going through the same process they used. What is it you do not want someone to do? Tools they used are free off the internet.

Local Government IT Group – Joe Frohlich, Ravalli County

- Local Government IT Group (LGIT) met on March 15.
 - Thanked John Daugherty for showing them their Tracker Program.
 - Welcomed Penne Beto the new Local Government Rep for the group.
- MACo (MT Assoc. of Counties) is looking at LGIT group as possible dissolving the IT Committee at MACo and looking to this group for direction.
- If anyone wants to present to LGIT Group contact Joe Frohlich. They meet quarterly.

Member Forum

- Pat Boles with reminders; the Agency IT plans are due April 16, Initiative Supplement documents are due on May 7, and IT MBARS system is up and you can enter now.
- Gordy the SITSD services catalog will be out by April 9 and updated rate sheet are on the collaboration SharePoint site.
- Mike Bousliman shared for electronic signature (transaction) we are plugging away on own in the next couple months will share our guidelines.
- Mike Bousliman will bring up YouTube again at the next meeting.

Public Comment N/A

Meeting Adjourned – at 10:42 a.m.

Parking Lot (future agenda items) Desktop Virtualization, Enterprise GIS Taskforce, PST's, Email Archiving, and Electronic Forms, Identity Management